

## **City of Burlington**

### **2016 Accessibility Progress Report**

#### **Statement of Organizational Commitment**

The City of Burlington is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our city.

We promote a caring, inclusive and respectful community where city programs, services and facilities are available to everyone, including people with disabilities. Our goal is to ensure accessibility for the public we serve and our employees.

#### **City of Burlington Progress Report**

The City of Burlington's 2013 – 2018 Multi-Year Accessibility Plan and Progress Report describes how the city will continue in its work to increase and improve accessibility to our city's goods, services and facilities over the next five years. The plan builds on the good work done by the city to date, incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and provides our approach to compliance with Ontario's accessibility legislation.

Our 2016 Progress Report is the City of Burlington's annual update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in the multi-year plan.

#### **Accessibility Legislation in Ontario**

##### **The Accessibility for Ontarians with Disabilities Act (AODA) and its regulations**

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards.

These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. The requirements of the regulation apply to the city's business in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

### **The AODA and the Ontario Human Rights Code**

The Ontario Human Rights Code (the Code) and the AODA work together to promote equality and accessibility. The Code states that people with disabilities must be free from discrimination where they work, live and receive services, and that their needs must be accommodated.

Under the Code, the City of Burlington has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer, resident or visitor. The duty to accommodate means that wherever unequal treatment or discrimination exists, it must be remedied unless the remedy would cause undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

### **Recent changes to Accessibility Legislation**

#### **Repeal of Sections of the Ontarians with Disabilities Act (ODA)**

The *Ontarians with Disabilities Act (ODA)* came into effect in 2001. At that time, the ODA set the foundation for accessibility in the public sector.

In 2005, the *Accessibility for Ontarians with Disability Act (AODA)* was enacted. The requirements in the AODA and its regulations apply to private sector organizations, in addition to the public sector, and provide a mechanism for enforcement.

On December 1, 2015, the province repealed twelve sections of the ODA. These sections were largely duplicated or addressed in a comparable manner by the AODA or its regulations. The result of the repeal not only removes the duplication contained in both acts but also the administrative burden on municipalities.

#### **Changes to the AODA Customer Service Standard**

The Government of Ontario recently made changes to the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standards Regulation, based on recommendations from the provincial Accessibility Standards Advisory Council, Standards Development Committee.

Previously, the accessibility standards were contained in two separate regulations:

- Ontario Regulation 429/07 – Accessibility Standards for Customer Service; and
- Ontario Regulation 191/11 – Integrated Accessibility Standards (which addresses the areas of Information and Communication, Employment, Transportation and Design of Public Spaces).

Effective July 1<sup>st</sup>, 2016, the government combined these two regulations so that the Customer Service requirements is now incorporated into the Integrated Accessibility Standards Regulation (IASR). In the process, the Accessibility Standards for Customer Service Regulation was revoked and the government made a number of changes to the requirements of the Customer Service standards to make them more closely align with the IASR.

The key changes, relative to the City of Burlington, can be summarized as follows:

- **Expanded Training Requirements** – All employees and volunteers must now be trained on accessible customer service.
- **Service Animals** – More types of regulated health professionals can provide documentation of a need for a service animal. Doctors and nurses were originally the only ones allowed to provide such authorization, but the list now includes psychologists, psychotherapists, audiologists, chiropractors and optometrists.
- **Support Persons** – More specific information is provided to clarify that an organization can only require a support person to accompany someone with a disability for the purposes of the health and safety of the person with a disability or others on the premises and that determination must be made in consultation with the person. If it's determined a support person is required, the fee or fare (if applicable) for the support person must be waived.
- **Terms and Definitions** – As part of the harmonization process, certain terms and definitions have also been updated, but these changes do not affect existing requirements. For example, the Customer Service standards now apply to providers of “goods, services *or facilities*”, which were implicit in the notion of a “service”, but are now explicitly set out in the standards. Definitions for service animal and support person have also been modified.

There will be no perceived changes on how the city currently manages accessibility in its business processes however, the changes prompted a review and modification of the city's existing policies, practices, procedures and training resources to align these documents with the changes to the legislation.

### **Legislative review of existing accessibility standards**

Each accessibility standard is required to be reviewed five years after it becomes law to determine whether it works as intended and to adjust, if required.

The Transportation Standards is currently under review. The province is silent as to the timelines for the release of the recommended changes for public review.

In addition, the Employment Standards as well and the Information and Communications Standards are also scheduled to be reviewed at this time. The province is silent on the timelines for these reviews.

### **Proposed New Standards**

As part of Ontario's Accessibility Action Plan, the province has committed to identify and address accessibility barriers in the health care sector through the creation of a new accessibility standard for health care under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Targeted pre-consultations took place this summer with a comprehensive public consultation to take place at a later date, to be determined, once the draft standard has been developed.



<p style="text-align: center;"><input type="checkbox"/></p> <p><b>In Progress</b></p>		<p>laws. Staff and volunteers with limited or no computer access have completed a paper version of the training. All current staff and volunteers have been trained and new staff and volunteers are trained as soon as possible as part of their orientation process.</p> <p><b>Planned Action:</b></p> <p>A project will begin in Q1 2017 to develop a series of e-learning modules for the mandatory training requirements as set out in Ontario Regulation 191/11 – Integrated Accessibility Standards, under the Accessibility for Ontarians with Disabilities Act (AODA). The modules will be developed specific to Burlington and will identify and link to City of Burlington resources specific to accessibility. Examples include leading practices, corporate policies, procedures and standards.</p> <p>The expected completion of this project is Q2 2017.</p>
<p style="text-align: center;"><input checked="" type="checkbox"/></p>	<p><b>Self- Serve Kiosks</b></p>	<p><b>Parking Services Pay Stations</b></p> <p>104 new multi-space pay stations where installed in the downtown core. Accessibility features include:</p> <ul style="list-style-type: none"> <li>• High contrast coloured buttons, reflective stickers and signage</li> <li>• Reduced pedestal height and lower operational components</li> <li>• Backlit screen with a 180 degree viewing angle</li> </ul>

Status	Requirement	Action
<b>Information and Communication</b>		
<input checked="" type="checkbox"/>	<b>Accessible document training</b>	<p>Ten training sessions were offered for accessible documents training during 2016. The training provided a hands-on demonstration about how to create accessible documents using Styles, how to add alternative text to images, and how to make Tables accessible in Microsoft Word, Excel, and PowerPoint. The training included techniques to ensure that source documents remain accessible when converted to PDF using Adobe Acrobat. More than 120 people participated in this training in 2016</p>
<input type="checkbox"/> <b>In Progress</b>	<b>Accessible Websites and Web Content</b>	<p><b>In Progress:</b>                      Staff will continue to be trained on how to create accessible documents and existing electronic web documents will be migrated to the new site when made accessible.</p>

Status	Requirement	Action
<b>Transportation</b>		
<input checked="" type="checkbox"/>	<b>On board announcements</b>	<p>Burlington Transit successfully launched its new Smart Transit System (STS) in 2016. The STS improves how customers access transit information. Conventional transit users are able to use an on-line trip planner that</p>

		provides detailed bus location information in real-time. All bus stops have been replaced with new signs that include route information and a code so passengers can access next bus arrivals through their mobile devices. New electronic visual and audio displays have been installed and are in use on all buses.
<input checked="" type="checkbox"/>	<b>Benches at bus stops</b>	57 benches were added at city bus stops.
<input checked="" type="checkbox"/>	<b>Categories of eligibility</b>	Handi-Van application was updated to meet the requirements of Section 63 – Categories of eligibility.
<input type="checkbox"/> <b>In Progress</b>	<b>Handi-Van reservation system</b>	<b>In progress:</b> Handi-Van passengers will have access to a new on-line feature and phone system that provides a way to book and manage their trips 24/7 instead of only during business hours. In addition, users will receive a programmed automatic call-out to let them know when their van is about to arrive.  Expected completion of this project is Q2 2017.
<input type="checkbox"/> <b>In Progress</b>	<b>Bus Shelter installations</b>	<b>Planned Action</b> 10 new bus shelters are scheduled to be installed in Q1 2017
<input type="checkbox"/> <b>In Progress</b>	<b>New Buses</b>	<b>Planned Action</b> 4 accessible conventional buses will be added

		to the fleet In Q2 2017
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Status	Requirement	Action
<b>Design of Public Spaces (DOPS)</b>		
<input checked="" type="checkbox"/>          <input checked="" type="checkbox"/>          <input checked="" type="checkbox"/>	<b>Transition</b>	<p><b>Site Plans</b></p> <p>Features of DOPS continue to be incorporated into city design and construction projects. Where the technical requirements for accessibility as outlined in the 2016 City of Burlington Accessibility Design Standards (ADS) differ from the specifications in DOPS, the standards providing the highest level of accessibility will apply.</p> <p>The regulatory requirements of DOPS are also being reviewed and applied through the site plan review process for the private sector. 74 site plans were reviewed for accessibility in 2016.</p> <p>The City of Burlington Accessibility Design Standards was update to incorporate the regulatory specifications in DOPS and the new accessibility requirements in the Ontario Building Code.</p>
<input type="checkbox"/>          <b>In Progress</b>	<b>Parks and Open Spaces</b>	<p><b>Beachway Park Dune Crossing Renewal</b></p> <p>The existing dune crossing that provides a defined entry point and access to the beach was constructed in 1999 and requires replacement of all wooden components including decking, railings, stairs and benches. New features include a ramp</p>

		<p>providing accessible access to the beach.</p> <p>Detailed Design completed in 2016</p> <p>Construction in Q2 2017</p>
<p><input type="checkbox"/></p> <p><b>In Progress</b></p>		<p><b>Spencer Smith Park Upgraded Gazebo, Pathway and Drainage Improvements</b></p> <p>Canada 150 funding was received to begin the first phase of the Burlington Beach Regional Waterfront Park Master Plan. Improvements in Phase 1 include the relocation and construction of a new accessible Gazebo with a hard surface plaza and the addition of benches. A new hard surface pathway, with lighting, will connect the promenade, access to the gazebo and the Naval Ships' Memorial Monument.</p> <p>Detailed Design completed in 2016</p> <p>Construction began in Q3 2016 with completion expected in Q2 2017</p>
<p><input type="checkbox"/></p> <p><b>In Progress</b></p>		<p><b>Spencer Smith Park Promenade Improvements</b></p> <p>This project will include the replacement of stamped asphalt surface of the existing promenade with smooth asphalt, Node areas will be replaced with concrete and a new shade structure will be constructed at the west end of the promenade</p> <p>Detailed Design in 2016/ 2017 with construction in 2017</p>
<p><input checked="" type="checkbox"/></p>		<p><b>Ireland Park</b></p> <p>Improvements to Ireland Park include the</p>

		<p>addition of 4 new accessible parking spaces, the construction of an accessible splash pad with nearby picnic tables and a pavilion for shade. New ball diamond amenities, including accessible spectator areas with permanent bleachers. The south parking lot was reconstructed to improve the surface and traffic flow. In addition, 0.75 kilometers of pathways in the park were paved to improve accessibility and benches have been installed along the pathways.</p>
<p><input checked="" type="checkbox"/></p>		<p><b>Thorpe Park</b></p> <p>The Thorpe Park renewal project included the reconstruction of multiuse court to provide a new asphalt surface and the addition of equipment to accommodate both basketball and ball hockey.</p> <p>The existing ball diamond was improved to provide a barrier free path of travel and the addition of accessible players' benches.</p>
<p><input checked="" type="checkbox"/></p>		<p><b>Benches</b></p> <p>In Burlington, all benches are installed on concrete pads and pads are immediately adjacent a barrier-free path of travel. The concrete pads are sized to allow clear space for mobility aids, service animals or strollers to move out of the path of travel</p> <p>Public Benches were installed in the following locations:</p> <ul style="list-style-type: none"> <li>• Upper Middle Road at Baker Drive</li> <li>• Upper Middle Road at Blue Spruce Ave</li> <li>• Hopkins Drive and Ferguson Dr</li> <li>• Sinclair Park</li> </ul>

		<ul style="list-style-type: none"> <li>• Central Park</li> <li>• Port Nelson Park</li> <li>• Plains Road and Glenwood Ave</li> </ul> <p>Memorial Benches are installed under the Recognition and Celebration Program and they have a plaque to honor specific persons. Memorial Benches were installed in the following locations:</p> <ul style="list-style-type: none"> <li>• Paletta Park (2)</li> <li>• Spencer Smith Park (3)</li> <li>• Lowville Park</li> <li>• Tecumseh Park</li> </ul>
<input type="checkbox"/> <b>In Progress</b>		<p><b>Burloak Regional Waterfront Park</b></p> <p>Detailed design of Phase 1 of the Burloak Regional Waterfront Park Master Plan was completed. Improvements to accessibility in Phase 1 include an accessible waterfront pathway, shade pavilion and plaza with seating and a pedestrian guardrail. Construction will take place in 2017.</p>
<input checked="" type="checkbox"/>		<p><b>Playground Improvements</b></p> <p>Improvements were completed in 2016 at the following playgrounds:</p> <ul style="list-style-type: none"> <li>• Glen Afton Park</li> <li>• Lakeshore Public School</li> <li>• Mountainside Park</li> <li>• Pineland Park</li> <li>• Strathcona Park</li> <li>• Burloak Playground</li> </ul> <p>Improvements included the removal of existing play equipment, placement of asphalt pathways, and installation of new site</p>

		<p>furnishings, installations of protective surfaces, minor landscape improvements and the installation of new playground equipment. In Burloak Playground, new synthetic poured-in-place protective surfacing was installed.</p>
<p><input checked="" type="checkbox"/></p>	<p><b>Public Consultation</b></p>	<p><b>Love Your Playground</b></p> <p>In February 2016 the city conducted the ‘Love Your Playgrounds’ public consultation survey to get the public's feedback about the types of equipment they'd like to see at local playgrounds when the equipment is being replaced. The sites included in the survey were:</p> <ul style="list-style-type: none"> <li>• Berwick Green Park</li> <li>• Clarksdale Public School</li> <li>• Colin Alton Parkette</li> <li>• Frontenac Public School</li> <li>• Iroquois Park</li> <li>• Lions Park</li> <li>• John W. Boich Parkette</li> <li>• Palmer Park</li> <li>• Pathfinder Park</li> <li>• Ryerson Public School</li> <li>• Sheldon Park</li> <li>• Sherwood Forest Park</li> <li>• Teal Greenway Park</li> <li>• Tecumseh Public School</li> </ul> <p>There were more than 1540 responses received through the survey and the results were used to inform the selection of new playground equipment for the following sites:</p> <ul style="list-style-type: none"> <li>• Berwick Green Park</li> <li>• Clarksdale Public School</li> <li>• Frontenac Public School</li> </ul>





		<ul style="list-style-type: none"> <li>• Burlington Mall West Entrance – ladder crosswalk and TWSI</li> <li>• Burlington Mall East Entrance – ladder crosswalk and TWSI</li> <li>• Cumberland Ave – ladder crosswalk and TWSI</li> <li>• Woodview Road - ladder crosswalk and TWSI</li> <li>• Commerce Court - ladder crosswalk and TWSI</li> </ul> <p>Plains Road at:</p> <ul style="list-style-type: none"> <li>• Shadeland/Gallagher - ladder crosswalk and TWSI</li> <li>• Filmandale - TWSI</li> <li>• Downsview - ladder crosswalk and TWSI</li> <li>• Dovercourt - TWSI</li> <li>• Falcon/Willowbrook - ladder crosswalk and TWSI</li> <li>• Maplehurst School - ladder crosswalk and TWSI</li> <li>• Sandford - TWSI</li> <li>• Joan - TWSI</li> <li>• Kingsway - TWSI</li> <li>• Cedarwood - TWSI</li> <li>• Long - TWSI</li> <li>• King - TWSI</li> <li>• Francis - ladder crosswalk and TWSI</li> <li>• QEW - TWSI</li> </ul> <p>Townsend Ave at Glenview School – ladder crosswalk</p> <p>Waterdown at Cooke – APS, ladder crosswalk and TWSI</p> <p>Dynes Road at Willow Lane – TWSI</p> <p>Dynes Road at Oakhurst Road – TWSI</p> <p>Willow Lane at Maple Hill – TWSI</p> <p>In addition, Tactile Walking Surface Indicators have been installed in many key intersections</p>
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		<p>throughout the city.</p> <p><b>Planned Action:</b>                  The city's traffic services group places a high priority on accessibility projects. APS continue to be installed when new pedestrian crossing signals are constructed or when existing pedestrian crossing signals are replaced.</p>
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Status	Requirement	Action
<b>Customer Service</b>		
<input checked="" type="checkbox"/>	<p><b>Policies, Practices, Procedures, Training and Communication</b></p>	<p><b>Accessible Customer Service Training Booklet</b>                  The Accessible Customer Service Training Booklet was made available through the city's online learning management system for staff and volunteers in the Parks and Recreation department</p> <p><b>Additional Training</b>                  Additional training was made available to employees who are responsible for de-escalating customer conflict. <i>Dealing with Difficult Customers</i> focused on providing good customer service while managing the behaviours and challenges of difficult customers. The training was made available through the Halton Regional Branch of the Canadian Mental Health Association.</p>

## Other ways we have improved accessibility in 2016

In addition to our progress to meet the requirements of Ontario's accessibility legislation, the City of Burlington is committed to continuous improvement to city programs, services and facilities as part of our regular business practices, regardless of legislation. The following activities highlight these improvements:

### Information and Communication

#### Video captioning

Seventeen videos were added to the city's You Tube channel. The videos include closed captioning.

### Built Environment

**Burlington Animal Shelter** – Accessibility improvements were completed at the Animal Shelter and included upgrades to parking, the addition of a universal washroom, adult change table and shower, a new reception counter, lobby and entrance configuration.

**Appleby Ice Centre** – Renovations to Ice Pads 1 and 2 included modifications to 10 dressing rooms and washrooms on the main level to improve accessibility. 2 dressing rooms were modified and identified as accessible and a gender neutral / universal washroom was constructed which includes an adult change table. The washrooms on the second level were renovated to improve accessibility.

**Fire Headquarters** – Significant renovations were undertaken for Fire Headquarters (Fire Station #1), and include the installation of an elevator to provide access to the offices and meeting space on the second floor, the addition of power door operators throughout the public access areas of the building as well as to staff areas. Several gender neutral washrooms are provided in addition to the universal washroom.

**Sims Square** – Significant improvements to Sims Square were completed as part of a renewed lease agreement. Visual fire alarms were installed in suites, washrooms and public corridors; pedestal style power door operators were installed at Elgin Street entrance, the universal washroom and Festival and Events entrance. Opaque strips were applied on the entrance doors and lobby mirror to increase safety. A universal washroom, located off the lobby area, was improved and made available to staff and public. Signage has been installed at the remaining washrooms in the building as to the location of the universal washroom on the main level. Tactile and Braille floor designations have been applied to the elevator jambs and Fire Floor Plans have been installed at each elevator lobby.

## **Parks and Recreation**

### **Gender Neutral Washrooms**

Washrooms in city facilities that are single use spaces were re-designated as gender neutral / universal using a new generic image. The signage also identifies any additional amenities specific to each washroom such as being accessible or containing a change table using the appropriate universal symbols. All signage is tactile and includes Braille. Gender neutral washrooms currently represent 49 single use washrooms across the city.

Correspondence was forwarded to all local boards and joint venture organizations advising of the gender neutral / universal washroom signage images being endorsed by the City to encourage these affiliated organizations to implement the same images and approach used by the city.

### **Burlington Active Aging Plan**

Following a successful funding application to the Government of Ontario's Age-Friendly Community Planning Grant to complete a comprehensive seniors' strategy, the project team created an inventory of local services currently available for the older adult community. A review was then undertaken to examine gaps in programs and services through interviews, online and face to face surveys and public consultations to identify needs to create a more Age Friendly City. Accessibility to goods, services and facilities is a central theme to the findings of the project. A draft plan is currently under review with the final plan to be completed by later this year.

## **Grants Applications**

### **Canada 150 Community Infrastructure Program**

The city was successful in an additional round of grant submissions to the Canada 150 Community Infrastructure program including the following projects to improve accessibility:

**Ireland Park, Lowville Park, Millcroft Park and Orchard Parks Washrooms.** This project will renew and upgrade existing infrastructure to meet or exceed current accessibility requirements.

Improvements will include creating barrier free paths of travel to washroom building, adding ramps (where necessary), power door operators, retrofitting washroom with accessible toilet stalls, grab bars, plumbing fixtures, installation of visual alarms and accessible signage and wayfinding.

**Mainway Arena.** This project will renew and upgrade existing infrastructure to meet or exceed current accessibility requirements. Improvements will include the installation of an elevator to provide independent access to the second level of the public spectator area; improvements to rink access; and the addition of a universal washroom and change room(s) on the ground level.

**Bayview Park – Leash-Free Area.** Planned work to improve accessibility at Bayview Park will include creating a new separate leash-free area for small dogs only and constructing an accessible pathway from the existing parking lot into both of the leash-free areas to access the park, shade structures and seating areas. An accessible trail hub will be created in the existing Lion’s Club Pavilion.

## **2017 Goals and Targets:**

### **Capital renewal projects:**

#### **Construction:**

Canada 150 –

- Ireland Park Washrooms
- Lowville Park Washrooms
- Millcroft Park Washrooms
- Orchard Park Washrooms
- Hidden Valley Park Washrooms
- Central Park Washrooms
- Central Arena – elevator installation

Nelson Pool

Aldershot Tennis Club

Aldershot Arena – accessible dressing room and construction of gender neutral / universal washroom

Beachway Regional Waterfront Park – Phase 1

Windows to the Lake projects – Green Street

#### **Design:**

Joseph Brant Museum

Sherwood Forest Park Pavilion

Beachway Regional Waterfront Park – Phase 2

Skyway Arena

Aldershot Pool – accessible change room and construction of gender neutral / universal washroom

Canada 150 –

- Mainway Arena – elevator installation

Fire Station #4

## **Parks and Open Spaces**

### **Construction**

**Bayview Park leash free area** – accessible paths from parking lot to leash free areas, seating, shade structure and structural repairs and accessibility improvements to existing Lion’s Club pavilion

Burloak Park – construction of Phase 1 Master Plan - new accessible waterfront pathway, seating, shade structure, plaza, and guardrail.

### **Design**

**Colin Alton Parkette** – public engagement and design for new parkette in Alton community

**Kerns Park & Newport Park pavilion renewal** – design for replacement of existing shade structures to incorporate accessibility

**Burloak Park** – Detail design and construction of Phase 2 Master Plan – gateway plaza, shade structures and plazas, planting, demonstration garden, seating, connecting pathways

### **Park & Playground improvements:**

- Berwick Green Park
- Clarksdale Park & Public School
- Frontenac Park
- Iroquois Park
- King’s Road Public School
- Pathfinder Park
- Ryerson Public School
- Tecumseh Public School

**Standards Development**

Downtown Streetscaping Standards project

**Planning**

Official Plan - Official Plan Working Group

Burlington Active Aging Plan

## **Burlington Accessibility Advisory Committee (BAAC)**

Established in 1994, the Burlington Accessibility Advisory Committee provides advice on the identification, removal and prevention of barriers, including the implementation of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations and other matters for which staff and Council may seek advice or consultation.

### **BAAC members 2016**

Tricia Pokorny (Chair)

Rob Divecha (Vice Chair)

Brenda Agnew

Ron Baliko

Doug Benton

Carla Blake

Susan Caughran (Burlington Seniors Advisory Committee Representative)

Jennifer Miller

Arthur Rendall

Brian Sharpe

Adam Spencer

Councillor John Taylor (Council Liaison)

### **2015 achievements**

#### **Public Education**

The BAAC participated in public education activities throughout 2015 in the following activities:

- Trade show booth at Halton Community Resource Fair
- Trade show booth at Senior's Health and Wellness Show
- Trade show at Seniors Road Safety Seminar
- Trade show booth at Volunteer Open House

#### **Accessibility Awards**

The 4<sup>th</sup> annual awards ceremony was held on Wednesday, June 3, 2015 as part of the city's National Access Awareness Week activities. The awards celebrate individuals, business owners, service providers and community groups that have made significant steps toward improving accessibility for people with disabilities in Burlington.

In 2015, 12 champions of accessibility were recognized in the categories of Education, Recreation, Employment, Built Environment, Volunteer and Other. Signer/song writer Sarah Harmer delivered the keynote address and Kelly MacDonald, host of AMI's Blind-Sighted was Master of Ceremonies.

### **Site Plans**

There were 57 site plans reviewed in 2015.

### **Involvement with other Citizen Committees**

Throughout the year we had representation on the following committees:

- Inclusivity Advisory Committee
- Seniors Advisory Committee
- Transportation Committee (ITAC)
- Road Safety Committee

### **Consultations**

As part of their mandate, BAAC is invited to consult on projects to provide our input about improvements to accessibility. Projects included:

- Sherwood Forest Park Revitalization Project
- Pop-up patios
- City of Burlington website redesign
- Pan Am/Parapan Am Games
- Provided feedback to Transportation Department on accessibility roundabouts
- Reconstruction of the washrooms and addition of accessible showers at Brant Hills Community Centre

### **AODA Review and Activities**

- Review of the Mayo Moran's Independent Review of the Accessibility for Ontarians with Disabilities Act
- Reviewed the City's AODA 2015 Progress Report
- Reviewed the proposed changes to the AODA Customer Service and Integrated Accessibility Standards Regulation

### **Intersection Reviews**

Throughout the year the BAAC was involved in consultation regarding the design and construction of intersections:

- Waterdown and Plains Road

- Fairview and Guelph
- Guelph and Prospect
- King and Plains
- Fairview Street and Darlene Court
- Walkers Line and Thomas Alton
- Waterdown Road and Masonry Court
- Plains Road and Cooke Blvd
- Plains Road and Falcon Blvd

### **Other Activities**

In addition to the above BAAC was involved in a number of other activities:

- Restaurant Review Project on behalf of Tourism Burlington included 9 restaurants in Aldershot that were reviewed for accessibility
- Two members participated in the Burlington Age-Friendly Community Action Plan Project (Active Aging Project)
- Site Plan sub-committee created a site plan review checklist to assist members when reviewing site plans. The checklist is based on the 2011 City of Burlington Accessibility Design Standards
- BAAC participated in the Federal Consultation on Assisted Dying online survey
- Participated at the AMCTO/AODA 10<sup>th</sup> Anniversary celebration held at the Art Gallery of Burlington on May 13, 2015. The Hon. David C. Onley was the keynote speaker
- BAAC member Arthur Rendall, was presented with the AODA 10<sup>th</sup> Anniversary Champion Award on November 23, 2015 council meeting. Rendall was presented the award for his successful efforts in getting text-based 911 services for those who are deaf, hard of hearing or have speech impairments. The Accessibility for Ontarians with Disabilities Act (AODA) award recognizes outstanding individuals who demonstrate leadership, passion and commitment in the promotion of accessibility and inclusiveness in their community.

### **2016 Work Plan**

#### **New and Continuing Initiatives:**

- Public education through, Chamber of Commerce events, participation in trade shows and resource fairs, submissions to appropriate newsletters
- Provide advice to Council on City of Burlington by-laws, policies programs and services
- Liaise and participate with other citizen advisory and staff committees

- Review and comment on site plans
- Participate/consult on new construction and renovation/renewal projects when requested
- National Access Awareness Week – BAAC to develop an activity or event to mark NAAW (May 29 to June 5)
- Review and provide input on the City’s Official Plan Review
- Work with city staff to develop a BAAC specific orientation package and ensure presentation to new members before their first meeting.
- 2016 Burlington Accessibility Awards to be held on November 1, 2016

**Feedback**

We welcome your feedback.

Please let us know what you think about our 2016 Progress Report, our 2013 – 2018 Multi-Year Accessibility Plan and the accessibility of our programs, services and facilities. If you have ideas or suggestions to help us identify barriers or suggests improvements to our programs, services and facilities, please let us know.

Please contact:

Judi Lytle, accessibility coordinator  
905-335-7600 ext. 7865  
[accessibleburlington@burlington.ca](mailto:accessibleburlington@burlington.ca)  
[www.burlington.ca/accessibility](http://www.burlington.ca/accessibility)